

# AK Business Services (AKBS) - Employee Handbook

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## Purpose

The purpose of this handbook is to provide AKBS (company) employees with a summary of work rules and procedures, to include information that employees want to know about the workplace, and to communicate expectations in regards to behavior and performance. These policies and procedures are continuously reviewed for updating and we expect to change them from time to time. Therefore, you should always check with your AKBS manager or supervisor for the most current versions.

## AT WILL EMPLOYMENT

**THIS EMPLOYEE HANDBOOK DOES NOT CONSTITUTE A CONTRACT OF EMPLOYMENT, AN OFFER TO ENTER INTO A CONTRACT OF EMPLOYMENT, OR A PROMISE OF SPECIFIC TREATMENT IN SPECIFIC SITUATIONS. EMPLOYMENT WITH AKBS IS STRICTLY ON AN AT-WILL BASIS. AT-WILL EMPLOYMENT MEANS THAT YOU MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON THAT YOU, IN YOUR SOLE DISCRETION, BELIEVE IS APPROPRIATE. SIMILARLY, AKBS CAN TERMINATE YOUR EMPLOYMENT AT ANY TIME, WITH OR WITHOUT ADVANCE NOTICE, FOR ANY REASON THAT THE COMPANY, IN ITS SOLE DISCRETION, BELIEVES IS APPROPRIATE. NEITHER YOUR DIRECT SUPERVISOR NOR ANY AKBS OFFICER, CAN CHANGE THE “AT WILL” NATURE OF YOUR EMPLOYMENT WITHOUT THE PRIOR WRITTEN APPROVAL OF THE AKBS PRESIDENT.**

## Policy Changes

This employee handbook and code of conduct is an evolving document that may be altered by AKBS from time to time as policies and procedures change. In the event there is ever a question regarding the current status of the handbook and code of conduct, the employee may contact his or her AKBS supervisor to review a fully updated handbook and code of conduct.

## Ethical Standards/Conflict of Interest

AKBS has an excellent reputation for conducting its business activities with integrity, fairness, and in accordance with the highest ethical standards. As an employee, you enjoy the benefits of that reputation and are obligated to uphold it in every business activity. If you are ever in doubt whether an activity meets our ethical standards or compromises the company's reputation, please discuss it with your AKBS manager or supervisor.

## Open Door Policy

Employees are encouraged to share their concerns, seek information, provide input, and resolve problems/issues through their immediate AKBS supervisor or the supervisor where you are placed. AKBS managers and supervisors are expected to listen to employee concerns, to encourage their input, and to seek resolution to their problems/issues. All employees are encouraged to bring their concerns to their immediate supervisor, to give them an opportunity to resolve differences before taking any unresolved concerns on to the next level of management.

## Personal Data

Employees provide pertinent personal information to AKBS at the time of employment. This information is vitally important to AKBS so that it may properly administer payroll in accordance with its legal obligations. Employees are required to disclose this information accurately at the time of employment and to notify their immediate AKBS supervisor of changes to any of the following: (1) the employee's name; (2) the employee's address and/or telephone number; (3) the employee's number of dependents and (4) any other payroll or work-related information requested by AKBS.

## Absences and Lateness

An employee who must be absent from work must notify his or her AKBS supervisor at (907) 586.4140 as soon as possible prior to the employee's scheduled reporting time. If you are a temporary employee on assignment you should also contact your direct supervisor where you are placed to let them know you will be absent or late. Employees shall keep their AKBS supervisor regularly informed as to when he/she will be back to work.

## Equal Employment Opportunity

AKBS is committed to the principals of Equal Employment Opportunity and is committed to making employment decisions based on merit and value. We are committed to complying with all Federal, State, and local laws providing Equal Employment Opportunities, as well as all laws related to terms and conditions of employment. We desire to keep a work environment which is free of harassment or discrimination because of sex, race, religion, color, national origin, sexual orientation, physical or mental disability, marital status, age or any other status protected by Federal, State or local laws. We value diversity and are willing to employ men and women of all ethnic and racial groups, ranging in age from the teens to the sixties and older, and representing a broad spectrum of religions and national origins. AKBS will make every reasonable effort to accommodate those physical or mental limitations of an otherwise qualified employee, unless undue hardship would result for the company. Just as the company bears a responsibility towards this policy, each of us must clearly communicate our disinterest in, or offense taken to, any perceived verbal or physical discrimination or harassment. We are all responsible for upholding this Equal Employment Opportunity policy and commitment. Equal Employment Opportunity laws afford

each one of us the chance to succeed or fail based on individual merit. Prohibited sexual harassment is defined as follows: “Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment. Our company will not tolerate any form of discrimination or harassment! Any employee who feels that he or she has witnessed, or been subject to, any form of discrimination or harassment should immediately notify AKBS, their supervisor, or other manager at the company they are placed. We will promptly investigate any claim and take appropriate action. We will seek to impose appropriate sanctions against any person found to be in violation of this policy. Such sanctions may include, but are not limited to, reprimand, suspension, demotion, transfer and discharge. Our company prohibits retaliation against any employee who brings forth any complaint or assists in the investigation of any complaint. If you feel we have not resolved your complaint, and after you have followed the company grievance procedure, you can complain to the EEOC, or State Fair Employment Office found in the local phone book.

### **Company Vehicles**

All Company vehicles will be kept clean, orderly, and in safe working order. Any unsafe condition of company vehicles will be brought to the attention of your supervisor or in the case of his/her absence any management personnel. Misuse, reckless operation, and unsafe operation of company vehicles are prohibited and may result in termination. All company vehicles will be operated in accordance with the laws in the State of Alaska. All occupants in company vehicles must have available and use the vehicle’s safety belts. All traffic violations will be the responsibility of the employee or person driving or in charge of the vehicle at the time the infraction occurred. To deter theft, keys are not to be left in the vehicle while unoccupied. Do not leave vehicles running while unoccupied or unattended. Any vehicle accident involving a company vehicle regardless if there is loss of property or not will be reported to your supervisor. Failure to do so will result in termination. Any ticket received by an employee that involves a company vehicle shall be reported to employee’s supervisor immediately. The employee will pay any ticket that involves misconduct by an employee. All employees using company vehicles must provide a copy of a current Alaska driver’s license and a copy of his or her driving record from the Alaska Division of Motor Vehicles. It is the responsibility of the employee to acquire a CDL if so required. Non-company employees are not allowed as passengers in company vehicles for insurance liability reasons.

### **Time Sheet Procedures**

AKBS uses an online time sheet system. **IT IS YOUR RESPONSIBILITY** to submit time sheets reporting all hours worked and to include your own E-mail address and the E-mail address of your onsite supervisor, who will then receive and review your time sheet. Time sheets are due **Monday by NOON following the week of your assignment**. After you complete your online time sheet AKBS will forward you a copy by E-mail of your time sheet for your own records.

**\*\*\*FAILURE TO SUBMIT A TIMESHEET BY THE ASSIGNED DUE DATE WILL RESULT IN NOT GETTING PAID UNTIL THE FOLLOWING PAY PERIOD.\*\*\***

As your timesheet should be submitted no later than the Monday by NOON following your work week, your paycheck will either be mailed to you the following Friday following or you will receive your pay as a direct deposit to you bank account. It is strongly encouraged that you choose the direct deposit option of receiving pay. An authorization form will be provided to you upon placement or request. Due to the nature of our payroll cycle, **under no circumstances does AKBS provide paycheck advances.**

### **Overtime Policy**

If you are a non-exempt employee and not on salary, you may be qualified for overtime. All overtime must be approved of by your supervisor prior to working the extra hours. At certain times AKBS or the company you are assigned to work for may require you to work overtime. AKBS and the company will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested may result in discipline, up to and including discharge. Overtime is defined as any hours worked over eight hours in one day or more than forty hours in one week. When the previous parameters are met, overtime is paid at one and one-half times the regular hourly rate. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

### **Wage Garnishments**

AKBS will comply with valid wage garnishment orders as required by law.

### **Drug and Alcohol Policy**

Drug and alcohol abuse contributes to billions of dollars of lost productivity and thousands of work place injuries every year. This company takes drug and alcohol abuse as a serious matter and will not tolerate it. The company absolutely prohibits the use of alcohol or non-prescribed drugs at the work place or while on company premises or on assignment with a client. It also discourages non-work place drug and alcohol abuse. The use, sale or possession of alcohol or non-prescription drugs while on the job or on company property may result in immediate suspension or discharge. AKBS reserves the right to demand a drug or alcohol test of any employee based upon reasonable suspicion. Reasonable suspicion includes, but is not limited to, physical evidence of use, involvement in an accident, or a substantial drop off in work performance. Failure to take a requested test may lead to discipline, including possible termination.

The company also cautions against use of prescribed or over-the-counter medication which can affect your work place performance. You may be suspended or discharged if the company concludes that you cannot perform your job properly or safely because of using over-the-counter or prescribed medication. Please inform your supervisor prior to working under the influence of a prescribed or over-the-counter medication which may affect your performance. AKBS will make every effort to assist its employees who wish to seek treatment or rehabilitation for drug or alcohol dependency. The company will consider continued employment of such an employee as long as the employee adequately addresses continued concerns regarding safety, health, production, communication or other work related matters. You may also be required to agree to random testing and a "one-strike" rule. If you have a drug or alcohol problem, please ask for our help!

### **Family and Medical Leave Policy**

The Family and Medical Leave Act of 1993 allows employees of the company who have worked for at least one year and for 1,250 hours in the last 12 months, up to 12 weeks of unpaid, job-protected leave for certain family and medical reasons. Leave will be granted to 1) care for your child prior to or after birth or placement for adoption or foster care, 2) care for your spouse, son or daughter, or parent who has a serious health condition, or 3) for a serious health condition that makes you unable to perform your job. You are required to provide 30 days advance notice if the leave is foreseeable. Please ask for the Employee Request for Family or Medical Leave form. In addition, you must provide a medical certification for serious health conditions and a fitness for duty report to return back to work. The company is allowed, at its expense, to obtain a second or third medical opinion regarding your condition. Excluded from this coverage are certain salaried high-level employees. As soon as an employee is aware that family or medical leave is necessary, they should contact their supervisor and give notice of the period of time they expect to take their leave. If the leave is necessary to care for someone's illness, the employee is requested to provide medical proof of that illness to his or her supervisor. A physician's statement should indicate the type of illness, the probable duration of the illness, and a statement indicating that the illness requires the employee to take leave from employment to assist with family care. Family leave is unpaid leave. Only under exceptional circumstances will the employee be allowed to take leave for a period in excess of the above. The employee may be required to pay any health or life insurance premium during his/her period of leave. The company will make every effort to maintain your job position consistent with the company's needs. You will retain any benefits accrued prior to your leave. The company may also require that you utilize any accrued vacation leave or other benefits during your period of leave.

### **General Safety Policy**

Providing safe working conditions and maintaining continuity of employment is of continual concern. In this regard, it is important that adequate policies and procedures be developed and adhered to in order to ensure safe, efficient operating conditions, thereby safeguarding employees and facilities. AKBS will not knowingly permit unsafe conditions to exist, nor will it permit employees to indulge in unsafe acts. Violations of AKBS rules and regulations will result in disciplinary action. AKBS believes that the safety of employees and physical property can best be ensured by a meaningful program. Since the employee on the job is frequently more aware of unsafe conditions than anyone else, employees are encouraged to make recommendations, suggestions, and criticisms of unsafe conditions to their immediate supervisor so that they may be corrected. Supervisors are responsible for the working conditions within their department and a plant generally. A supervisor should remain alert at all times to dangerous and unsafe conditions, so that he/she may recommend corrective action, discipline employees who habitually create or indulge in unsafe practices, assess new or changed situations for inherent dangers, and follow up on employee suggestions for corrective action so that unsafe conditions are not instituted or permitted to exist. All employees are required to immediately report all occupational illnesses or injuries to your supervisor, no matter how minor, and complete an occupational illness or injury form.

### **Grievance Policy**

AKBS wishes to provide a comfortable, productive, legal and ethical work environment. To this end, the company wants you to bring any grievances you have about the work place to the attention of your supervisor and, if necessary, to upper level management. In light of these concerns we have instituted the following grievance procedure: If you feel that there is inappropriate conduct or activity on the part of the AKBS or the company at which you are assigned, management, its employees, vendors, customers, or any other persons or entities related to the company, we request that you bring this concern to the immediate attention of your supervisor. Please try to approach your supervisor at a time and place that will allow the supervisor to properly listen to your concerns. If you have discussed this matter with your supervisor previously and you do not believe that you have received a sufficient response, we request that you present your concerns to AKBS in writing. Please indicate what the problem is, those persons involved in the problem, and any suggested solution you may have to the problem. If you consider the matter an emergency, legal, ethical or safety issue, use your best judgment to expedite the complaint process. The company may have a conference with you and your supervisor or with both of you individually. If the matter is not resolved after that conference, and you believe it still merits attention, it is requested that you immediately place your concerns in writing and bring the matter forward to upper level AKBS management. It is the purpose of this grievance procedure to help maintain a positive work environment with respect and responsibility towards each other. The grievance procedure is also intended to avoid unnecessary employee claims and company legal exposure. The company cannot promise that your specific grievance or complaint will result in the action you request or that you will be satisfied with the outcome of the grievance procedure but we will do what we can to help resolve the matter to everyone's benefit as soon as possible.

### **Code of Conduct**

AKBS wishes to create a work environment that promotes job satisfaction, respect, responsibility, and value for all of our employees, clients, customers and other stakeholders. Every employee at AKBS has a shared responsibility toward improving the quality of the

work environment. By agreeing to work for AKBS at our office or at assigned client locations you have agreed to follow AKBS's employment rules and to refrain from conduct which is detrimental to our goals or our client's goals. The prohibited conduct that is listed below is not an inclusive list, as AKBS cannot, with foresight, determine what is inappropriate conduct under every circumstance. Moreover, AKBS does not limit its right to discipline or discharge employees to the prohibited conduct listed below. Remember that, while we value our employees, AKBS maintains the right to terminate or reassign its employees at any time and for any reason, with or without notice. Violation of the prohibited conduct set forth below, or any other conduct deemed inappropriate by management, may subject you to disciplinary action, including oral or written warnings, suspension without pay, transfer or possible termination. If you have any questions about your personal conduct or that of any fellow employee, immediately consult AKBS or your supervisor at your work location for clarification.

The following list contains examples of conduct considered **improper** which may result in discipline, including termination. Again, note this is not a complete list and understand that other behaviors may also result in discipline. Please review the list and **initial next to each item** indicating you have read, understand and agree to **NOT** participate in any of the improper activities outlined below while working for AKBS or one of our clients.

- \_\_\_\_\_ Possessing, using, selling, negotiating the sale of, or being under the influence of alcohol, drugs or other controlled substances during working hours, on company property (including company vehicles), in company uniform or on company business.
- \_\_\_\_\_ Falsification of the hours worked by you or any other employee.
- \_\_\_\_\_ Falsification of any other employment related document including, but not limited to, personnel files, employment review documents, intra-company communication, communications with those outside the company, expense records, etc.
- \_\_\_\_\_ Theft or destruction of company property or that of visitors, clients or fellow employees.
- \_\_\_\_\_ Possession of potentially hazardous or dangerous property, such as firearms, weapons, chemicals, etc.
- \_\_\_\_\_ Fighting with, or harassment of, any fellow employee or customer.
- \_\_\_\_\_ Unauthorized or excessive use of company property or property of any visitors, customers, fellow employees, including but not limited to, vehicles, supplies, telephones, mail and computers.
- \_\_\_\_\_ Disclosure of company trade secrets or any other confidential or proprietary information of the company, its customers or fellow employees.
- \_\_\_\_\_ Insubordination, including but not limited to, refusal to perform a requested or required job task.
- \_\_\_\_\_ Failure to follow, or general neglect of, safety rules and procedures.
- \_\_\_\_\_ Tardiness or absences. (Always notify your AKBS supervisor at (907) 586.4140 as soon as possible prior to your scheduled reporting time if you are going to be late or unable to work.)
- \_\_\_\_\_ Smoking in non-designated areas.
- \_\_\_\_\_ The taking of unauthorized overtime.
- \_\_\_\_\_ Solicitation of fellow employees on the company premises.
- \_\_\_\_\_ Failure to dress appropriately.
- \_\_\_\_\_ Failure to keep your workplace in a neat and sanitary condition.
- \_\_\_\_\_ Use of obscene or otherwise inappropriate language or conduct in the work place.
- \_\_\_\_\_ Failure to provide medical authorizations for medical absences in excess of two days.
- \_\_\_\_\_ Inappropriate horseplay which is either distracting to fellow employees or which could create dangers to others.
- \_\_\_\_\_ Criminal activity at, or outside of, the workplace.
- \_\_\_\_\_ Off-duty conduct which can affect the company's credibility or reputation.

- \_\_\_\_\_ Outside employment which interferes with your ability to perform your job at this company including, but not limited to, that with a competitor of the company.
- \_\_\_\_\_ Gambling on company premises.
- \_\_\_\_\_ Sleeping or neglect of job duty.
- \_\_\_\_\_ Taking unauthorized gratuities in connection with company business.
- \_\_\_\_\_ Lending keys to company property to unauthorized persons or allowing duplicate keys to be made.
- \_\_\_\_\_ Being away from the work area without prior authorization.
- \_\_\_\_\_ Harassment of, or discrimination against, an employee, customer or visitor because of that person's race, religion, color, sex, age, disability or national origin.
- \_\_\_\_\_ Bad-mouthing or spreading rumors.

**Please read and initial** next to each item to indicate you have read, understand and **AGREE TO** conduct yourself in the positive manners outlined below.

- \_\_\_\_\_ I will show up on time each day of my assignment and will keep myself healthy, focused and alert at all times while at work.
- \_\_\_\_\_ If I am not able to show up on time I will call AKBS directly at 907.586.4140 to let them know I will be late or unable to come in to work. If I am a temporary employee on assignment I will also contact my direct supervisor where I am placed to let them know I will be absent or late.
- \_\_\_\_\_ I understand that I am responsible every Monday by NOON for turning in my weekly time sheet and I understand that a late time sheet will cause me to miss my normal Friday payday and will result in my pay being moved forward one week to the next Friday payday.
- \_\_\_\_\_ I will not talk behind someone's back. If I dislike a supervisor or the company then I will let AKBS know what is bothering me and we will try to work it out first before I don't show up for work or get cross with my supervisor or other employees.
- \_\_\_\_\_ I will always seek to find the value in the diversity of other employees and customers.
- \_\_\_\_\_ I will dress correctly. I will wear clothing that will make others people feel comfortable and that reflects my value to the company. If I am unaware of the required dress code at my assigned location I will ask for guidance on the first day from my supervisor.
- \_\_\_\_\_ I will not be afraid to admit mistakes. I know it is better to admit that I made a mistake, realize why I made the mistake, and then make sure I don't do it again.
- \_\_\_\_\_ I will not be afraid to say, "I don't know." I know it is better to confess ignorance and learn the right way of doing things than to pass on, or rely on, false information that may be damaging to me and the company.
- \_\_\_\_\_ I will not just "punch the clock." If I run out of things to do during the workday, I will find out if there is anything else I can do to help bring value to the company, its clients, customers and other stakeholders.
- \_\_\_\_\_ I will not harass, discriminate, use profanity or tell off-color jokes while at work.
- \_\_\_\_\_ I will be honest and trustworthy. I will follow the policies and procedures provided in the Employee Handbook.
- \_\_\_\_\_ I will think before I act! I will be creative and innovative. I understand the company I work for is willing to listen to any suggestions or ideas I have which would increase the quality and value of their products or services and will share my thoughts in a positive manner as often as possible.
- \_\_\_\_\_ I will follow the Golden Rule! I will act with respect and responsibility towards those around me at all times.

**Disciplinary Action**

As indicated earlier, violation of AKBS's policies or procedures may result in disciplinary action, including but not limited to, demotion, transfer, suspension with or without pay, or termination. The company is not required to engage in progressive discipline and may discipline or terminate an employee where he or she violates the rules of conduct, or where the quality or value of their work fails to meet

expectations. Again, this document does not imply a contract with you or that your employment is anything other than on an “at will” basis. This means that both the company and the employee may terminate the employment relationship at any time, for any reason, or no reason at all. Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that the AKBS is not obligated to follow any disciplinary or grievance procedure and that you may be disciplined or terminated without going through any procedure.

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**Signature**

My signature below indicates that I have read, understand and agree to the terms, policies, procedures and code of conduct outlined in the current version of the AKBS Employee Handbook and that I received a copy of this handbook for my own records and future reference if needed. I further understand that I am being employed by AKBS on an “at will” basis as outlined above.

**AKBS Employee’s Signature:** \_\_\_\_\_ **Dated:** \_\_\_\_\_

**Printed Name:**